

ORIGINAL

ANALOG BI-DIRECTIONAL METER REQUEST

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APS CUSTOMER COMPLAINT

Docket # E-01345<sup>1</sup>11-0224

6/18/2012



0000137514

RE: ANALOG BI-DIRECTIONAL METER REQUEST DENIED BY APS

On Friday, June 15, 2012, I contacted APS Green Team member, Joanne, to have the "Proprietary Information"<sup>1</sup> ELSTER digital meter on my home changed for an analog meter. I am electrosensitive and I requested an analog meter. I also said I have APS solar system on net metering and I provided the meter information as follows:

Arizona Public Service J89417. ELSTER serial # 05575731 Bar code "NKGEJ89417." APS Market Research Project Equipment. Do Not Remove This Research Equipment Without Authorization. Electric Meter Shop. Call 371-7353.

I was very pleased, when Joanne scheduled me for the removal of the ELSTER meter and the installation of a new bi-directional meter within 5 days, by June 22, 2012. At the end of our phone conversation, I reminded Joanne to make sure the APS installer knows it's an *analog* meter. Joanne immediately remembered about the analog meter part of my request and checked for availability. Joanne returned to say that APS does not currently have an analog bi-directional meters in stock. *I continued investigating that afternoon, and it turned out that analog bi-directional meters are no longer provided by APS, for people that need them.* APS Green Team, Joanne, explained to me that APS requires all solar panel customers to use bi-directional meters. I explained to Joanne, that I need an analog meter because I am EHS. At the Arizona Corporation Commission Smart Meters Workshop, on March 23, 2012, the testimony convinced me that an analog meter is the safest meter for someone with EHS. Information on the internet corroborated that analog meters are the safest and most appropriate choice for EHS people. EHS people are entitled to have

<sup>1</sup> APS Green Team, Steve, told me I am not allowed to know the activity of my ELSTER meter, because it is "proprietary information."

Arizona Corporation Commission

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an Analog Meter upon request, since we have already been exposed beyond our tolerance to electrosmog. APS would have had an analog meter or a bi-directional meter, installed at my home, within five days: it is the combination meter that is not currently offered.

If the unavailability of an **analog bi-directional meter** is an oversight on the part of APS, it can soon be remedied, not only for me but for everyone else who needs or wants one. An APS Representative on the Construction Help Line, named Isaac, courteously explained to me that it is simply a matter of APS researching a compatible analog bi-directional meter that can fit in to the renewable energy process. Sounded to me like Isaac knew how to do the process, if he was authorized. Isaac reminded me that an APS renewable energy approval process is also needed. Isaac declined to initiate an APS request process for me. Neither Kathy, the APS Green Team supervisor that I spoke with on Friday and today, nor Isaac, could propose a better APS plan for me to get an analog bi-directional meter, acceptable to APS, than the **ACC complaint process**. So here I am.

**EHS customers could easily jump to the conclusion that APS is selectively discriminating against them.** Just because some EHS customers also participate in the APS solar incentive program, it should not disqualify them from needing the same attention granted other EHS customers. Please remember that EHS people comprise about 35% the general population.<sup>2</sup> Please consider that 35% of APS residential solar customers could well benefit from the installation of analog bi-directional meters!

Sincerely,

*Patricia Ferre*

Patricia Ferre

P O Box 433

Payson, AZ 85547

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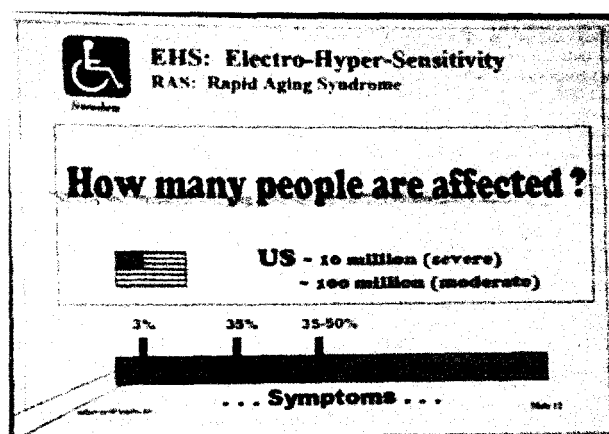
<sup>2</sup> <http://images.odecket.azcc.gov/docketpdf/0000136988.pdf> Attached document copy provided: **Arizona:194,475 to 518,600 Suffer Severe EHS**

## Arizona: 194,475 to 518,600 Suffer Severe EHS

When Do The Numbers Begin to Matter?

### ARIZONA 194,475 to 518,600 Suffer Severe EHS

The US Census Bureau estimates 6,482,505 people live in Arizona.<sup>1</sup> This Swedish study slide depicted at a San Francisco Tesla Society presentation, depicts a significant Electro-Hyper-Sensitivity (EHS) population involvement.



**How many people are affected by EHS?** The Swedish study depicts:

- \* 3% of the population demonstrates symptoms of severe EHS;
- \* 35% demonstrates moderate EHS symptoms
- \* 35-50% seem to be more lightly affected.<sup>2</sup>

Based on the US Census Bureau figure for July 2011 and the Swedish EHS percentages for severe, moderate and light EHS, the Arizona figures are:

- **194,475 Arizona citizens suffer from severe EHS**
- 2,074,401 Arizona citizens suffer from moderate EHS
- Significantly, the Swedish study would designate that up to half of the population Arizona, (3,241,252 people), would be affected to some degree by EHS.

Dr. Joseph Mercola's research extends the Severe EHS estimates by an **additional 5%**. **"It is estimated that 3-8 percent of populations in developed countries**

<sup>1</sup> US Census Bureau <http://quickfacts.census.gov/qfd/states/04000.html>

<sup>2</sup> San Francisco Tesla Society, "The Dark Side of 'Smart' Meters, Rob States, M.S. 10/10/2010.

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<http://www.youtube.com/watch?v=FLeCTaSG2-U>

**experience serious electrohypersensitivity symptoms, while 35 percent experience mild symptoms, according to Dr. Thomas Rau, medical director of the world-renowned Paracelsus Clinic in Switzerland. Dr. Rau also believes that 'electromagnetic loads' lead to cancer, concentration problems, ADD, tinnitus, migraines, insomnia, arrhythmia, Parkinson's and even back pain."**<sup>3</sup>

Refining the Arizona population expected to be experiencing Serious EHS symptoms in the light of the 3% to 8% estimate used by Dr. Thomas Rau and Dr. Joseph Mercola, we can expect anywhere from **194,475 to 518,600 Arizona citizens suffer from Severe EHS.**

Statistics from Sweden and from the Swiss Paracelsus Clinic are appropriate because, most EHS research "has been done in Europe, especially Russia and Sweden."<sup>4</sup> Although, very little help is available to the EHS patient today, the "exception is in Sweden, which has taken the lead from the very start... Swedish social services now often pay to electrically "sanitize" the homes of people with EHS and even rent out remote homes to the severest cases, who cannot live near populated areas. Four Swedish hospitals now have specially outfitted operating rooms and facilities to accommodate people with EHS. There has also been discussion of creating cell-phone-free zones in public areas, such as sections of the Stockholm subway."<sup>5</sup> Paracelsus Clinic, Lustmühle, Switzerland "is one of the world's most advanced alternative medicine clinics."<sup>6</sup> By contrast, relative to EHS and electrosmog, we in the USA live in shameful disregard of humanity and our environment. In Arizona, we do not have EPA NEPA protection and currently, our own "ADEQ doesn't have authority or hasn't been commissioned to review or regulate radio frequency emissions." Yes, we have done research on biological microwave health effects, but about 6,000 US Navy, NASA, NIOSH and FDA documents have not been available for the protection of our people and our environment: see "Zory's Archives"<sup>7 8</sup>

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<sup>3</sup> Radiation from Cell Phones and WiFi Are Making People Sick -- Are You at Risk?  
<http://articles.mercola.com/sites/articles/archive/2011/12/20/radiation-from-cell-phones-and-wifi-are-making-people-sick--are-you-at-risk.aspx>

<sup>4</sup> The History and Status of EHS. [<http://www.townsendletter.com/Jan2010/electromag0110.html>]

<sup>5</sup> Ibid.

<sup>6</sup> FAIM. <http://www.faim.org/orthomolecularmedicine/paracelsusclinicsitevisit.html>

<sup>7</sup> Commonwealth Club 11-18-10. Panel I - Magda Havas, PhD <http://vimeo.com/17270263>

<sup>8</sup> <http://www.magdahavas.com/pick-of-the-week-1-more-than-2000-documents-prior-to-1972-on-bioeffects-of-radio-frequency-radiation/>